

July 20, 2012

Postal Regulatory Commission  
901 New York Ave NW, Suite 200  
Washington, DC 20268

Reference: PRC Docket # MC2012-26

Dear Commissioners,

I own a The UPS Store in Portland, Oregon, employing 5 people from my community. I am writing to ask that you disallow the United States Post Office's "enhanced" services to Post Office Box customers, specifically:

1. Acceptance of third-party parcels and other items from UPS, FedEx, DHL and other non-USPS carriers, a practice that has been prohibited for many years.
2. The new ability to use the street address of the Post Office where the Post Office Box is located, rather than the conventional PO Box #."
3. The new ability of Post Office Box customers to use the "#123" designation instead of the conventional "PO Box 123" form of address.
4. E-mail / text message notification to PO Box customers of items received. ("Real Mail Notification")
5. Mail forwarding when the customer moves

These actions by the USPS threaten my business, my retirement, and the jobs of the people I employ. I expect to see significant loss of revenue and damage to my business due to the unequal nature of the competition. In part I will see loss of revenue since I can't compete on an equal footing with the USPS, and in part there will be additional loss of revenue since my foot traffic might go down.

As a Commercial Mail Receiving Agency (CMRA), our business is regulated and inspected by the USPS. I turn over my customer list to the USPS on a quarterly basis. There is no other enterprise in our society where one competitor can have access to this type of information, while at the same time being the regulatory body. In the response to C2012-1 the Post Office refers to us as competitors, and wanted to hide preannouncing their pricing structure. If they are in direct competition with us, then we need to be on equal footing.

As a CMRA, we operate under other unfair rules, such as the ability of a postal customer to change his address from a PO Box to another address with a simple "Change of Address" form, while customers of a CMRA such as my store are prohibited from doing so. When a CMRA mailbox customer moves, we are required by the USPS to receive the customer's mail for six months following termination and cannot re-mail it without paying for new postage.

As noted in PRC Order No. 1366, "the Postal Service has not submitted an appropriate filing that describes the nature and implementing rules for these enhanced services." The USPS failed to

follow the rules in rolling out these new services, and made a unilateral decision and executed it without the necessary filings. What the USPS is doing is fundamentally wrong. A financially viable Post Office is an important part of our business, but not at our expense. I cannot sit by and watch the USPS launch a series of products and services specifically designed to take our customers. A relationship with the USPS is a careful balance of competition and support, and in this instance they have tipped the scales.

Thank you for your time and kind attention to this matter. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

Sharon Williams  
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